iSD
Uniting People Through Technology

Information Services Department

Sungard Public Sector

The Sungard Public Sector applications are the system of record for land management, including parcel identification and associated address information for the City of Fresno. This application provides record-keeping and look-up capabilities for all city depts. It produces and maintains utility billing and collection records for the City's residents, issues and tracks building permits and inspection results for the construction needs of the City's developers, and supports the City's code enforcement functions.

Information stored in the Sungard PS modules is required by many City departments, including Fire, Police, City Council, Public Utilities, Public Works and Redevelopment.

Citizen access to individual service account data residing in this application is provided through the Click2Gov internet portal and through our Interactive Voice Response (IVR) system, both available on a 24-hour basis.

- The Sungard applications are hosted on IBM mainframes, located in a SunGard datacenter. SunGard provides software and hardware maintenance and support services, including backups, upgrades, and hot-site replication for disaster recovery. ISD staff installs and supports desktop connectivity for approx. 450 users.

- ISD administrates the hosting contract and coordinates events and internal requests for services.

- Sub-systems such as Document Management, Interactive Voice Response, and local Spool File Management are installed locally and maintained by ISD staff. ISD provides maintenance, programming support and backup services for these sub-systems.

- Report-writing and custom programming services are also provided by ISD.

- ISD manages SunGardPS user accounts.

ISD resources Assigned to SunGard

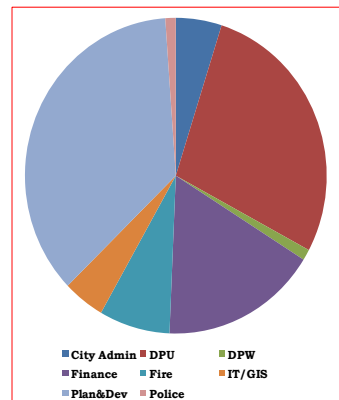- Network System Specialist
- Computer Service Specialists
- Programmer/Analyst III
- IT Project Lead

Count of Users by Dept

■City Admin ■DPU ■DPW
■Finance ■Fire ■IT/GIS
■Plan&Dev ■Police

DID YOU KNOW?

The City of Fresno's Utility Billing & Collection division generates more than 135,000 utility bills each month and manages an average of $12.6 million in monthly revenue.

The City of Fresno conducts an average of 71,000 building permit inspections each year, and tracks 26,000 Code Enforcement cases.

ISD Methodology for SunGard Charges

Each department is charged for SunGard services based upon their percentage of use of the Sungard suite of products.

Information Services Department

SunGard Users Group

ISD sponsors a monthly SunGard Users Group meeting where representatives from City departments discuss functional and system issues and solutions, collaborate to plan key events such as upgrades, and share information about new features and upcoming changes to business processes that will require coordination with the Sungard Public Sector support team. Many attendees participate in other application groups, ensuring that our core applications are managed within our overall strategic IT framework.

Additionally, members of the user group attend regional and annual SUGA Conferences. The conferences offer significant training opportunities, and lively user forums for exchange of application information and tips and insights from other sites, promoting best practices so our Sungard Public Sector offerings can be configured to best fit the City's business needs.

SungardPS SERVICE LEVEL AGREEMENTS

The Information Services Department pledges to meet the following service agreements:

- Information Services will monitor SunGardPS performance and compliance related to backups and upgrades to ensure compliance with contractual agreements.

- Full system backup will be conducted each week, after regular business hours.

- Utility bills will be printed twice per month, after regular business hours.

- Special report printing requests will be completed, depending upon scope of report, within two (2) days after request.

- Setup of new user IDs and security profiles will be completed

within two (2) business days.

- An application test environment shall be maintained on the hosted SunGard mainframe.

- System Change Requests for billable modifications to Sungard PS programs will be costed and charged to requesting dept using the ISD 10X process.

- Initial diagnostic support for application errors shall be completed within two (2) business days of request.

- The application production environment will be monitored daily to ensure availability.

- User group meetings shall be held monthly.

- ISD resources specifically assigned to SunGard shall maintain up-to-date technical skills.

- Help Desk calls referred to specific ISD resources shall be responded to within three (3) hours of receipt.

- ISD shall be responsible for initiating and monitoring maintenance and service contracts, and for payment of fees on behalf of Sungard PS users.

- On-site HELPDESK service resources will be available to users from 6:30 a.m. to 5:00 p.m., Monday thru Friday each week.

- Information Services shall inform users about afterhours support procedures to follow to contact and request support from SunGard On-Call resources.

- Information Services shall act as a clearinghouse for exchange of information between SunGard and city user departments.